

PENSION PROGRAM REPRESENTATIVE

CZ08-9777



CALIFORNIA
STATE
GOVERNMENT

OPEN - SPOT - SACRAMENTO

Exam Code: 2PBB2

Bulletin Release Date 10-01-02

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY,
SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONE-DAY FILE AND TEST-IN-PERSON PROCESS

Applicants should plan to spend from three (3) to five (5) hours to complete the entire testing process. Children will **NOT** be permitted in testing areas. Child care will **NOT** be provided. Please plan accordingly.

CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM (CalSTRS)

Positions exist only in SACRAMENTO COUNTY.

Bring your photo identification or two forms of signed identification.

This is a one-day FILE AND TEST-IN-PERSON PROCESS ONLY. **Applicants MUST APPEAR IN PERSON on November 23, 2002, between the hours of 8:00 a.m. and 2:00 p.m. at:**

**SACRAMENTO CONVENTION CENTER
1400 'J' STREET
EXHIBIT HALL C
SACRAMENTO, CA 95814**

**YOU WILL BE ALLOWED TO USE CALCULATORS DURING THIS EXAMINATION.
NO RESCHEDULES OR MAKE-UPS WILL BE ALLOWED.**

Upon arrival, each applicant will be admitted into a designated testing area and issued a COMPUTERIZED STATE APPLICATION/EXAMINATION FORM. The FORM must be completed and turned in upon exiting the testing area. Applicants also will be required to show either a photo identification card or two forms of signed identification upon turning in the APPLICATION/EXAMINATION FORM. **No other application forms will be accepted for any reason.**

If you have a disability that makes it difficult for you to file in person, please contact the State Personnel Board at (916) 653-1502, Telecommunications Device for the Deaf (TDD) (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: from TDD phones: 1-(800) 735-2929, from voice phones: 1-(800) 735-2922 prior to November 23, 2002 the written test date.

\$2029 - \$2648

Either I
Experience: In the California state service, 12 months of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant, Range A.

Or II
Experience: Nine months of experience as a seasonal clerk or equivalent working for the CalSTRS in a benefit retirement or member services program. And
Education: Either equivalent to completion of the 12th grade; or completion of a business school curriculum; or completion of a clerical work experience training program. (one year of general clerical work experience may be substituted for the required education.)

Or III
Experience: Eighteen months of clerical experience which must include client customer service contact involving the interpretation or explanation of policies, regulations, or procedures for a public agency or private institution, such as a bank, insurance company, credit bureau, or title company. [Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

PARTICIPATING
DEPARTMENT

OPEN SPOT FOR
IDENTIFICATION
REQUIRED

HOW TO APPLY

SPECIAL TESTING
ARRANGEMENTS

SALARY RANGE

MINIMUM
QUALIFICATIONS

Exam Code: 2PBB2

(Continued on the reverse side)

PENSION PROGRAM REPRESENTATIVE**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

NOTE: All applicants must meet the education and/or experience requirements by November 23, 2002, the written test date.

**ELIGIBILITY LIST
INFORMATION**

The list will be abolished 12 months after it is established unless the needs of the service and/or condition of the list warrant a change in this period. A departmental eligible list will be established for the California State Teachers Retirement System.

**POSITION
DESCRIPTION**

This is the entry level, developmental, and journey level for the series. As trainees, incumbents work under close supervision and within established procedures; receive training and learn benefit programs; complete simple benefit calculations; and provide assistance to higher-level specialists. Incumbents continue to learn and perform a variety of duties involving the explanation and interpretation of regulations, policies, and benefits to members and employers. As incumbents become proficient, they work under general supervision and guidelines. Incumbents may perform the less complex benefit calculations, provide technical information to members concerning membership qualifications and benefits, and review technical documents for accuracy and completeness; provide technical information to employers; and provide technical assistance to higher-level staff. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature. At the journey level, incumbents work under general supervision. The work is subject to occasional review, therefore, the consequence of errors is significant. Incumbents perform the more difficult and complex tasks associated with retirement calculations; interview members; explain and interpret regulations, policies, and benefits; expedite cases requiring special actions for timely payment of benefits; advise employers on membership qualifications and reports of contributions; prepare reports, correspondence, charts, and graphs; contact staff at various levels in other State and local public agencies, school officials, and members by telephone, personal contact, e-mail or correspondence; and perform other related work.

**DESIRABLE
QUALIFICATIONS**

Incumbents routinely use personal computers or mainframe terminals to access various STRS data systems to perform their duties.

**WRITTEN TEST
SCOPE**

Scope: The written test will consist of the following:

Knowledge of:

1. Using Correct Spelling, Punctuation, and Grammar; Vocabulary;
2. Alphabetizing and Numerical Ordering;
3. Basic Math; and,
4. Understanding Written Paragraphs and Following Written Directions including.

**EXAMINATION
INFORMATION**

The examination will consist of a written examination weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained.

WRITTEN TEST - WEIGHTED 100.00%**VETERANS
PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors in this examination who qualify for, and have requested these points and who are successful in the Written Test. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.

QUESTIONS

If you have any questions concerning this announcement, please contact the State Personnel Board, Examination Services Unit, 801 Capitol Mall, P.O. Box 944201, Sacramento, CA 94244-2010, (916) 653-1502, TDD (916) 653-6336.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited to or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans Preference: California law limits the granting of veterans' preference points in open entrance examinations and open non-promotional examinations. Credits in open entrance examinations is granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credits in open non-promotional examinations is granted as follows: Five points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference are on the Veterans' Preference Application which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on

CALIFORNIA STATE PERSONNEL BOARD

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Sacramento, CA 94244-2010
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